



An Exelon Company

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JUN 2 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

June 2, 2016

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17105-3265

Re: Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days in a Billing Period – Tariff Compliance Filing in Accordance with Docket No. P-2014-2446292 – Quarterly Monitoring Report

Dear Secretary Chiavetta:

Pursuant to Commission Order at Docket No. P-2014-2446292, entered on December 4, 2014, PECO Energy Company ("PECO") is filing the following quarterly report of its monitoring efforts and results of the Off-Cycle Switching bill program. The report includes the information listed on pages 15 and 16 of the Order. PECO is also providing the results to the Commission's Bureau of Consumer Services, the Office of Competitive Market Oversight, the Bureau of Investigation and Enforcement, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Retail Energy Supply Association. This report will be provided every three months through the end of the Commission approved temporary waiver period of December 31, 2016.

If you have any questions regarding this matter, please call Rich Schlesinger at 215-841-5771.

Sincerely,

A handwritten signature in black ink, appearing to read "R.G.W.", followed by a horizontal line.

cc: Alexis Bechtel, Bureau of Consumer Services  
Kirk House, Office of Competitive Market Oversight  
J. E. Simms, Director, Bureau of Investigation & Enforcement  
Office of Consumer Advocate  
Office of Small Business Advocate  
Retail Energy Supply Association

**Description of Report**

5. Number of late payments associated with a BOSS bill and the average number of days late during the reporting period and since implementation of BOSS billing.

**Report Data for December 17, 2014 to April 30, 2016**

	<b>Number Late Payments</b>	<b>Average Days Late</b>
<b>Dec-14</b>	2,960	70
<b>Jan-15</b>	9,396	86
<b>Feb-15</b>	8,781	77
<b>Mar-15</b>	7,644	63
<b>Apr-15</b>	7,893	59
<b>May-15</b>	6,906	56
<b>Jun-15</b>	7,006	52
<b>Jul-15</b>	8,496	50
<b>Aug-15</b>	8,307	55
<b>Sep-15</b>	10,324	67
<b>Oct-15</b>	9,399	51
<b>Nov-15</b>	10,364	47
<b>Dec-15</b>	8,878	38
<b>Jan-16</b>	8,552	32
<b>Feb-16</b>	7,656	28
<b>Mar-16</b>	8,170	20
<b>Apr-16</b>	5,495	9
<b>Total</b>	<b>136,227</b>	
<b>Average</b>		<b>51</b>

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as late.

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# OFF CYCLE SWITCHING – PUC REQUIRED REPORTING

<b>Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days In a Billing Period – Docket P-2014-2446292</b>	<b>PUC Report Filing Date</b>
<i>Specifically, we direct PECO to provide a report of its monitoring efforts and results to the Commission’s Bureau of Consumer Services and Office of Competitive Market Oversight, the statutory advocates and RESA three months from the date this Order is entered, and every three months thereafter.</i>	<b>June 4, 2016</b>

<b>Description of Reports:</b>				
<ol style="list-style-type: none"> <li>1. Total number of customers receiving BOSS bills and the subsequent short-period on-cycle bill for each month.</li> <li>2. Average number of BOSS bills per-customer during a normal billing cycle.  <div style="margin-left: 20px;">Note: Only for the customers that switched</div> </li> <li>3. Number of customers receiving more than one BOSS bill during a normal billing cycle.</li> <li>4. The highest number of BOSS bills provided to one customer during each month.</li> </ol>				
<b>Report Data for December 17, 2014 to April 30, 2016</b>				
	#1	#2	#3	#4
	<b>Accounts Receiving BOSS Bills</b>	<b>Average BOSS Bills Per Account</b>	<b>Accounts With &gt;1 BOSS Bill</b>	<b>Highest Number BOSS Bills</b>
<b>Dec-14</b>	7,629	1.04	308	3
<b>Jan-15</b>	22,456	1.08	1,634	5
<b>Feb-15</b>	20,646	1.09	1,655	5
<b>Mar-15</b>	18,845	1.07	1,172	4
<b>Apr-15</b>	19,067	1.06	1,142	4
<b>May-15</b>	17,844	1.07	1,181	4
<b>Jun-15</b>	17,653	1.07	1,035	6
<b>Jul-15</b>	19,971	1.06	1,186	4
<b>Aug-15</b>	19,063	1.07	1,158	5
<b>Sep-15</b>	22,926	1.07	1,398	4
<b>Oct-15</b>	23,979	1.08	1,716	6
<b>Nov-15</b>	23,832	1.09	2,079	5
<b>Dec-15</b>	21,966	1.08	1,515	4
<b>Jan-16</b>	21,122	1.07	1,410	5
<b>Feb-16</b>	19,195	1.06	1,133	6
<b>Mar-16</b>	20,837	1.07	1,370	5
<b>Apr-16</b>	18,326	1.08	1,228	6

**Description of Report:**

6. Number of late payments associated with a short-period on-cycle bill and the average number of days late during reporting period and since implementation of BOSS billing.

**Report Data for December 17, 2014 to April 30, 2016**

	<b>Number Late Payments</b>	<b>Average Days Late</b>
<b>Dec-14</b>	315	77
<b>Jan-15</b>	5,861	70
<b>Feb-15</b>	6,629	64
<b>Mar-15</b>	5,854	55
<b>Apr-15</b>	6,163	56
<b>May-15</b>	5,544	52
<b>Jun-15</b>	5,178	49
<b>Jul-15</b>	5,463	50
<b>Aug-15</b>	6,616	59
<b>Sep-15</b>	6,723	48
<b>Oct-15</b>	7,396	51
<b>Nov-15</b>	7,991	49
<b>Dec-15</b>	6,503	38
<b>Jan-16</b>	5,653	33
<b>Feb-16</b>	5,794	28
<b>Mar-16</b>	6,180	20
<b>Apr-16</b>	4,162	8
<b>Total</b>	<b>98,025</b>	
<b>Average</b>		<b>47</b>

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as late.

**Description of Report**

7. Number of customer contacts related to PECO's BOSS billing during each month.

**Report Data for December 17, 2014 to April 30, 2016**

	<b>BOSS Billing related customer calls into Care Center</b>
<b>Dec-14</b>	107
<b>Jan-15</b>	1,265
<b>Feb-15</b>	1,293
<b>Mar-15</b>	1,135
<b>Apr-15</b>	954
<b>May-15</b>	958
<b>Jun-15</b>	1,021
<b>Jul-15</b>	992
<b>Aug-15</b>	1,239
<b>Sep-15</b>	1,148
<b>Oct-15</b>	1,445
<b>Nov-15</b>	1,084
<b>Dec-15</b>	963
<b>Jan-16</b>	812
<b>Feb-16</b>	1041
<b>Mar-16</b>	1051
<b>Apr-16</b>	769
<b>Total</b>	<b>17,277</b>

**Description of Report**

8. Total cost of providing BOSS bills and subsequent short-period on-cycle bills since implementation of BOSS billing.

Note: Only reporting incremental costs of Off Cycle Switching, excluding project costs.

**Report Data for December 17, 2014 to April 30, 2016**

	# Off Cycle E-Bills	Cost E-Bills	# Off Cycle Paper Bills	Cost Paper Bills	Total Cost
<b>Dec-14</b>	916	\$183	7,030	\$3,515	\$3,698
<b>Jan-15</b>	2,515	\$503	20,733	\$10,367	\$10,870
<b>Feb-15</b>	2,494	\$499	18,808	\$9,404	\$9,903
<b>Mar-15</b>	2,299	\$460	19,208	\$9,604	\$10,064
<b>Apr-15</b>	2,067	\$413	19,175	\$9,588	\$10,001
<b>May-15</b>	1,930	\$386	16,317	\$8,159	\$8,545
<b>Jun-15</b>	1,832	\$366	17,880	\$9,119	\$9,485
<b>Jul-15</b>	1,963	\$393	20,147	\$10,275	\$10,668
<b>Aug-15</b>	1,849	\$370	19,221	\$9,803	\$10,173
<b>Sep-15</b>	2,229	\$446	21,943	\$11,191	\$11,637
<b>Oct-15</b>	2,491	\$498	25,292	\$12,899	\$13,397
<b>Nov-15</b>	2,095	\$419	21,052	\$10,737	\$11,156
<b>Dec-15</b>	2,228	\$446	21,420	\$10,924	\$11,370
<b>Jan-16</b>	1,935	\$387	18,670	\$9,522	\$9,909
<b>Feb-16</b>	1,949	\$390	18,510	\$9,440	\$9,830
<b>Mar-16</b>	2,154	\$431	22,304	\$11,375	\$11,806
<b>Apr-16</b>	1,674	\$335	18,088	\$9,225	\$9,560
<b>Total</b>	<b>34,620</b>	<b>\$6,924</b>	<b>325,798</b>	<b>\$165,144</b>	<b>\$172,068</b>

Note: The cost of an E-Bill is between \$0.00/bill for web bills and \$0.20/bill for CheckFree (\$0.20/bill is assumed in the above table). On May 31st 2015 the cost of paper bills increased to \$0.51 /bill from \$0.50/bill due to an increase in postage charges.

**Description of Report**

9. Efforts to investigate the potential for reflecting multiple switches on a single monthly bill and analysis of the results of such an investigation, including cost estimates.

**Report Data for December 17, 2014 to April 30, 2016**

- We held the first stakeholder webinar on June 29, 2015 to meet our commitment to the petition for temporary waiver – P-2014-2446292. The meeting was attended by 18 external parties which included representatives from OCA, PUC and 16 electric generation suppliers.
- We completed the business requirements that were deferred. The final work stream was placed into production on August 13<sup>th</sup>. See report #10 for details.
- The revised estimate to reflect multiple switches on a single monthly bill has been calculated – Total Project cost is \$2.5M. PECO would prefer to continue the use of the BOSS Bill approach and will reevaluate the potential of a single monthly bill if and when Gas Accelerated Switching is ordered.
- We held the second stakeholder meeting/webinar on December 14<sup>th</sup>. The meeting was attended by 24 external parties which included representatives from OCA, PUC and 13 electric generation suppliers.

**Description of Report**

10. Any changes made to improve the implementation of BOSS billing over the prior three months.

**Report Data for February 1, 2015 to April 30, 2016**

- Changes implemented on February 12<sup>th</sup>, April 17<sup>th</sup>, June 11<sup>th</sup> and August 13<sup>th</sup> to enhance the BOSS bill implementation and address scope that was deferred in order to meet the December 2014 deadline. Scope includes:
  - ✓ Bill message enhancements
  - ✓ The ability to prevent all inserts on BOSS Bills
  - ✓ Historical Interval Usage / Historical Usage (HI/HU) improvements
  - ✓ Net Metering enhancements
  - ✓ Changes to ensure that PECO Smart A/C Saver (a PECO Smart Ideas program that helps customers use less energy and save money) credits appear on on-cycle bill only
  - ✓ Suspended charges enhancements
  - ✓ Modifications to several windows and archival size limits in the Customer Information System (CIS) to accommodate the potential for the increased frequency of bills due to BOSS billing.
  - ✓ New BOSS reports
  - ✓ New contact type added to the Customer Service Window (CSW) in the Customer Information System (CIS) to identify a BOSS billing call.
  - ✓ Adjustment to annual ICAP extraction to include multiple BOSS bills in the same bill period
- Addressed minor issues found during post implementation.

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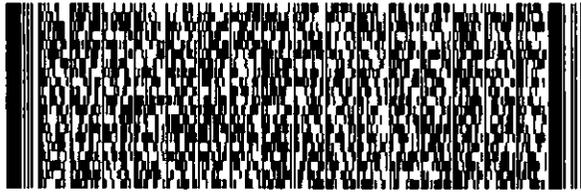
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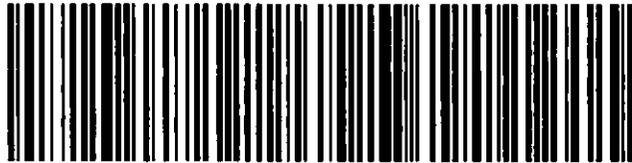


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